



# MCESA

Maricopa County Education Service Agency

# Citrix Client Installation



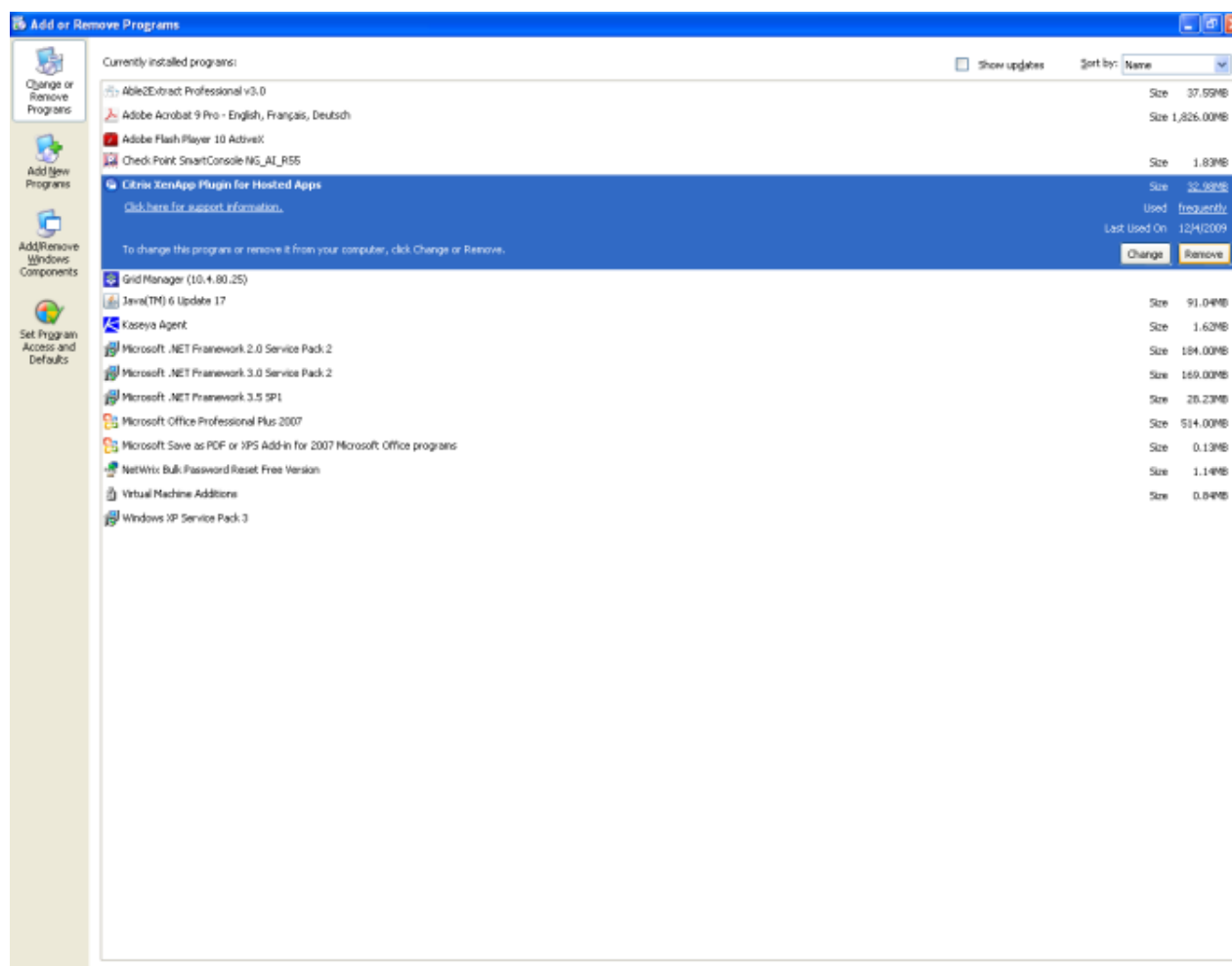
A guide to installing and using the Citrix Client for applications hosted by the Maricopa County Education Service Agency.

For MCESA  
Internal IVEE  
Users

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# Installation of the Citrix Receiver

Before you install the Citrix Receiver you must make sure that you UNINSTALL any previous versions of Citrix. This includes any Citrix Web Plug-ins or Xenapp clients. Go into the Control Panel and uninstall anything that says "Citrix". If you do not have Administrative Rights on your computer then you will need to have your district's IT personnel log in and uninstall for you. Once you have completed the uninstall you **MUST REBOOT YOUR COMPUTER**.



## Downloading the Citrix Receiver

Go to <http://www.citrix.com/> and navigate to the Downloads area to get the latest version of the Citrix Receiver. There are versions of the Receiver for Windows and Mac, choose the appropriate one for you.

Once downloaded, run the installation program for the receiver.

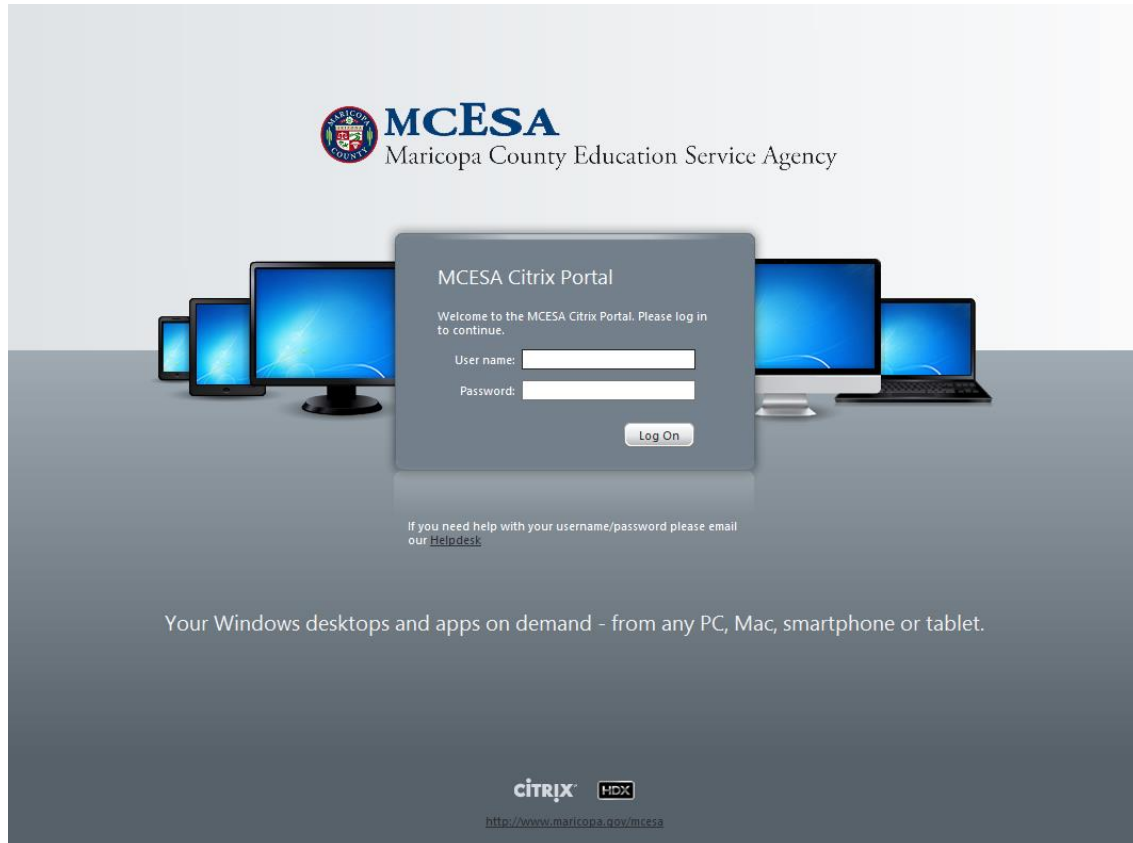


When the installation is complete, click Finish. **Do not select the option to Add Account.**



## Using the MCESA Citrix Portal

The MCESA Citrix Portal is the login area where you will access any of the applications hosted by MCESA (Infinite Visions, Budget Visions, AFR, etc). To login to the portal go to: <https://apps.mcazschoools.org>



You will need to enter the Username & Password given to you by MCESA. If you do not have a Username then a representative from your district will have to request one in writing from MCESA.

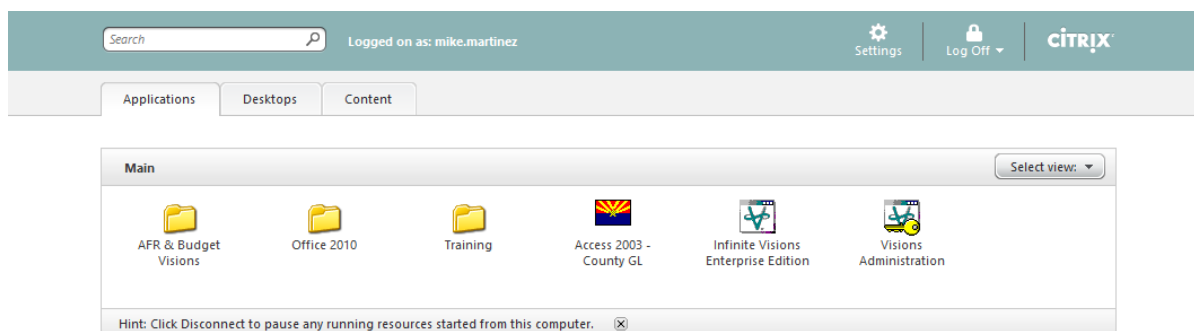
If this is your first time logging in then you'll be prompted to choose a new password after logging in. MCESA uses the following password restrictions:

- Passwords must be at least 7 characters long
- Passwords reset after 60 days
- You may not reuse any of your past 12 passwords
- Password may not contain either your first or last name
- Passwords must contain characters from three of the following categories
  - UPPERCASE letters
  - lowercase letters
  - A number (0-9)
  - Nonalphanumeric character (~!@#\$%^&\* \_-+=`|\\(){}[];:'"<>.,?/)

Revised: 05/29/2013

If you forget your password or otherwise need it reset you will need to contact MCESA for a password reset. Password resets are sent via email and are not given out over the phone. Do not give out your password to ANYONE.

Once you login you'll be able to see which applications you are authorized to use.



  
<http://www.maricopa.gov/mcesa>

## Troubleshooting Common Citrix Errors

### Problem:

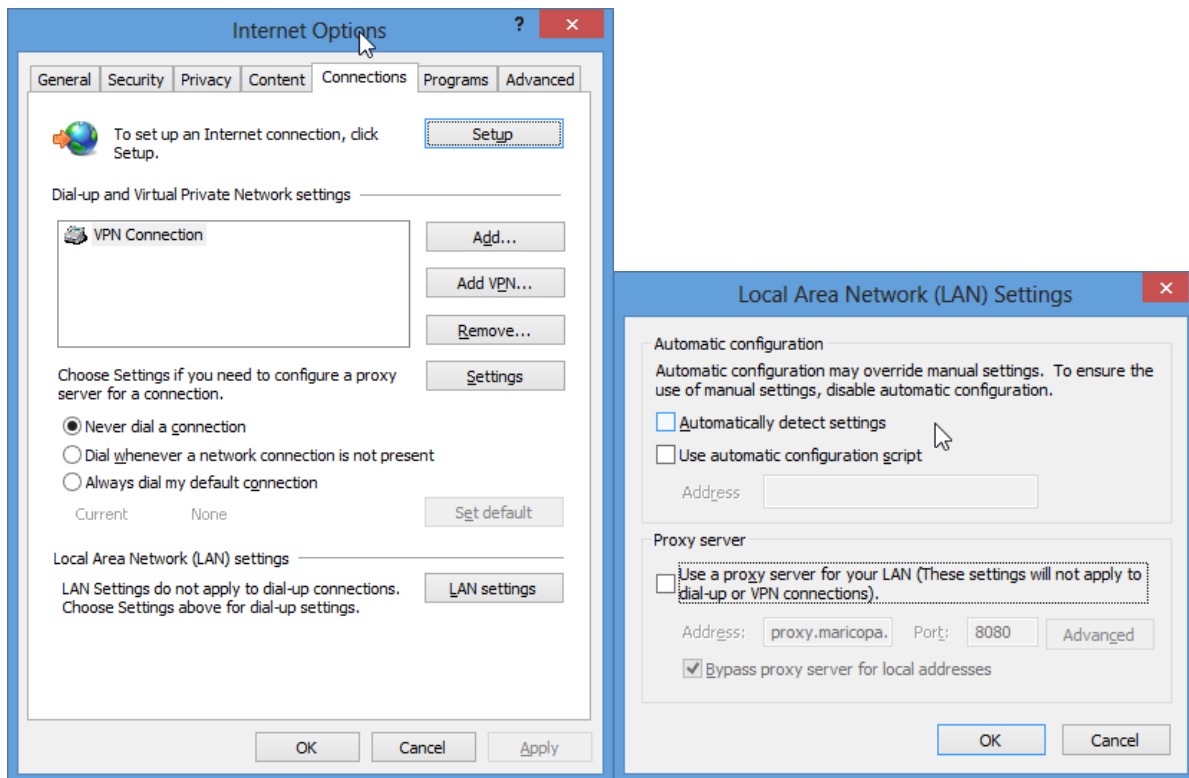
Error Message: Cannot connect to the Citrix XenApp server. There is no Citrix SSL server configured on the specified address. Or cannot connect. Citrix SSL relay name could not be resolved (SSL error 40).

OR

Error Message: SSL Error 4: A network error occurred while connecting to “apps.mcazschools.org” Error number 183.

### Solution:

In Internet Explorer (or the Control Panel) open up Internet Options. Go to the Connections Tab and click the LAN Settings button. Make sure the option to “Automatically detect settings” is UNCHECKED. Uncheck the option if it is selected then click OK to close Internet Options.



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**Problem:**

Error Message: Cannot connect to the Citrix Metaframe server. SSL Error 61: you have not chosen to trust the issuer of the server's security certificate.

**Solution:**

Root certificates need to be updated. Download the Microsoft patch from <http://support.microsoft.com/kb/931125> . Retry your Citrix connection after installing the patch.

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**Problem:**

Error Message: Cannot connect to the Citrix XenApp server. The Citrix SSL server you have selected is not accepting connections

**Solution:**

Allow all internal hosts' access to IP: **72.44.197.180**  
(This must be done in the district's firewall)

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**Problem:**

Error Message: The remote session was disconnected because there are no Terminal Server License Servers available to provide a license. Please contact the server administrator.

OR

You may experience the app starting and then disappearing from your screen

**Solution:**

The TS CAL must be physically removed. This involves making registry changes. Please backup your registry before attempting the instructions below:

1. Click Start, click Run, type Regedit.exe, and then click OK.
2. Locate the following key in the registry:
  - a. HKEY\_LOCAL\_MACHINE\Software\Microsoft\MSLicensing\Store\
3. Delete the TS CAL key, probably LICENSE001.

NOTE: Typically, LICENSE000 is the license for the operating system and LICENSE001 is the TS CAL. Most of the time all that is present is LICENSE000 – if this is the case, you will delete LICENSE000.

4. When the client attempts to reconnect to the Terminal server, it will request a new TS CAL.




After making this change; reboot and retry your Citrix connection.

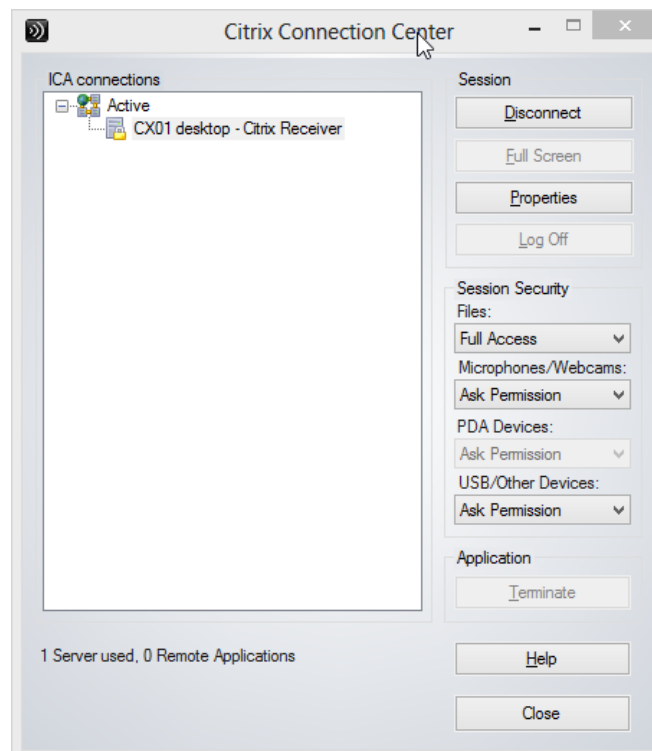
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**Problem:**

Cannot access “V” Drive permission is denied or accidentally chose “No Access, Never ask me again” for client file security.

**Solution:**

Log into the Citrix Portal and then located the Citrix Receiver icon (  ) in the Systray (by the clock in the taskbar). Right-click on the icon and choose “About”. Then click on “Advanced” and select the Connection Center.



In the Connection Center, under Session Security, change the Files to “Full Access”. Click Close and the OK.

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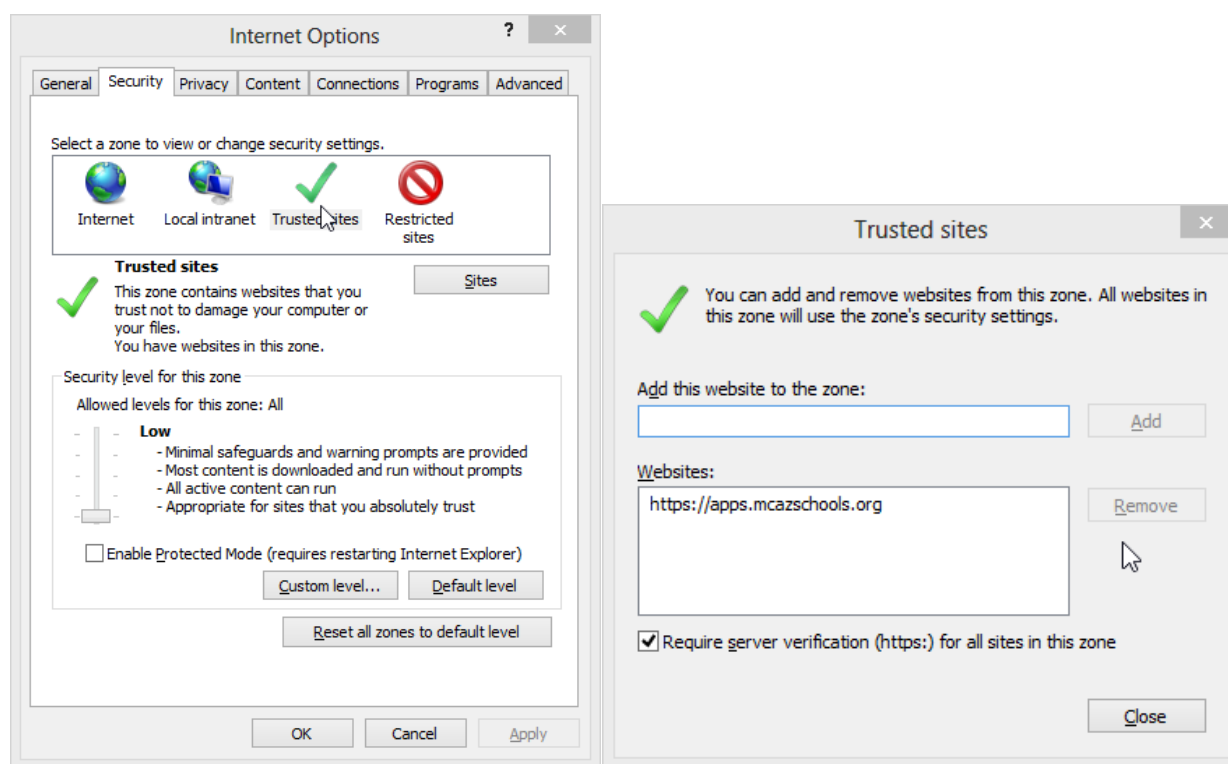
**Problem:**

Error Message: Some of your published resources are available for reconnection, however current security configuration means that they cannot be reconnected

**Solution:**

In Internet Explorer (or the Control Panel) open up Internet Options. Go to the Security Tab and click on the Trusted Sites zone. Click the Sites button and add the following to your trusted sites:

<https://apps.mcazschools.org> Click Close and OK when you are done.



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**Problem:**

Error Message: The system cannot find the path specified. This working directory is invalid: W:\ Please consult help for more information.

**Solution:**

This problem means there is an issue with your Active Directory login onto the Citrix Server. Please contact MCEA with this error message so we can resolve the issue.

Revised: 05/29/2013

## **Still Not Working?**

If you've tried all the steps within this document and are still unable to connect to the MCESA Citrix Portal please contact MCESA at (602) 372-4833

Thank you!